

Notice of References Cited

Application No.

09/456,166

Applicant(s)

Villena et al

Examiner

Blount

Group Art Unit

2661

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U.S. PATENT DOCUMENTS

*	DOCUMENT NO.	DATE	NAME	CLASS	SUBCLASS
A	6005920	12/21/99	Fuller et al		
B	6389132	5/14/02	Price		
C	6339593	1/15/02	Kikinis		
D	6445784	9/3/02	Uppaluru et al		
E					
F					
G					
H					
I					
J					
K					
L					
M					

FOREIGN PATENT DOCUMENTS

*	DOCUMENT NO.	DATE	COUNTRY	NAME	CLASS	SUBCLASS
N						
O						
P						
Q						
R						
S						
T						

NON-PATENT DOCUMENTS

*	DOCUMENT (Including Author, Title, Source, and Pertinent Pages)	DATE
U	Jackie Taylor, "CONTACT center Professional 4", "call center", 6/05/01, www.callcentermagazine.com/article	6/05/01
V	"Unified communications Alert" www.ualert.com/2001 "CELLIT Sells it whole; one stop vs. open-54.Stems Shopping"	unknown
W	www.Amvia.com/contact-center "Customer interaction management Solutions for the new economy"	unknown
X	www.callcentermagazine.com/article Lee Hollman, Will communications Servers Make the PBX extinct? "call center"	11/5/00

* A copy of this reference is not being furnished with this Office action.
(See Manual of Patent Examining Procedure, Section 707.05(a).)